

## **CARES/ACCESS Updates for October 26, 2012**

DHS Income Maintenance Programs  
(Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

### **ACCESS (10/10/2012)**

- Reporting rules for Core members were updated to match the changes with the July 1 policy changes (operations memo 12-25).
- ACCESS applications have been submitted requesting a 3 month back date but without a Filing Date or Health Care request. As a result, these applications didn't show in the agency In Box. This is fixed.
- References throughout ACCESS to "review" have been changed to "renewal."
- ACCESS will now ask the question "Is anyone a fleeing felon, or in violation of probation/parole?"
- ACCESS change reports submitted after business hours (4:30 pm) were showing as received the day of submission instead of the next business day. (i.e.: if a change was submitted on 10/26/2012 at 9:44 pm, it was recorded as received on 10/26/2012 instead of 10/29/2012). This is fixed.
- ACCESS was displaying old deleted addresses from CARES when members went to ACCESS to submit an online renewal. This is fixed.

### **CWW/ECF**

- An enhancement was added to allow workers to search for, view and process documents linked to a case closed more than 30 days. This moved on 10/25/2012.
- Workers reported that the counts of unresolved discrepancies on their home page did not match the number they saw when they selected the list. The search criteria is fixed so workers will see all unresolved discrepancies assigned to them. This is fixed for UIB, SWICA and prisoner discrepancies.
- In August, 2012, the fleeing felon question was been added to the Current Demographics page.

### **Eligibility**

- Fixes were made in August to skip FS cases that failed for 613 (interview) and 614 (signature) in the batch runs to prevent FS from popping open. (i.e.: AA, mass change, etc.).

- The shelter cap will be lifted and excess medical expenses allowed for FoodShare eligibility determinations if any individual in the FS AG has Y marked on the benefits received page for SSI, SSDI, SSI 1619(b) or SSI letter and a valid verification code (the same functionality that is on the disability page). If there is a ?, NV, Q, Q? or QV, the individual will not be considered disabled.

SSDI Payments:	<input type="text"/>	Verification:	<input type="text"/>
SSI Payments:	No	Verification:	<input type="text"/>
SSI Letter:	No	Verification:	<input type="text"/>
SSI 1619(b):	No		

- The FoodShare program request will change to a 'No' after the FS has been closed for 30 days.
- The asset test has been removed for EBD related determinations for minors (policy changed with operations memo 09-56).
- FoodShare Mass change effective 10/1/2012 (operations memo 12-48).

### **Fatals**

- When cases moved out of state and the address was updated, the county code dropped out during the Address Verification process and workers would get a system error (below). This is fixed; workers no longer have to override the address verification when the address is updated to an out of state address.

Exception Text: PGM: EDBC PARAGRAPH: 91400-CALL-INCOME-MOD ERROR  
 TYPE: SUB SUBROUTINE NAME: CEDP00 PARA NAME: 10000-INIT-PROC DB2  
 TABLE  
 NAME: DB2 FUNCTION: SQLCODE: +000  
 RETURN CODE: 80 DESC: TCAX 00

### **Income Maintenance Workload Tracking (Dashboard)**

- Agencies can now search for work items by IM Consortium, county/tribe or team (the tribe option was missing).
- If a SMRF is received in the month prior to the due month, the dashboard is setting the due date the last of the month prior to it being due (the month the SMRF was received, instead of the actual month it is due).
- Incorrect search results when searching by specific dates or searching for work items due in 31 days.
- Incorrect search results when searching for completed or withdrawn work items.
- Dashboard counts for work items due >30 days displaying incorrectly and more than there should be.

**Miscellaneous**

- Medicaid Asset Verification System (AVS): operations memo 12-53.

**Notice Changes**

- QC identified a problem with FoodShare notices with incorrect notice details. FS cases that failed non financially also had incorrect financial details in the notice. Because these cases failed the non-financially, the income tests were not performed but notices incorrectly cited failure/denial for financial reasons. The eligibility determination was correct, the notices were not. This is fixed.
- The Case Summary was displaying incorrect information. If one person in the household was disabled, the summary showed everyone disabled. The summary was also displaying drug felon and institutional information from deleted screens in CARES. This is fixed.

**10/26/12 Updates Originally Scheduled for 10/26/2012 moved to  
11/9/2012**

**BadgerCare Plus**

- When members in BCPM de-request BadgerCare Plus, CARES was not removing them from the eligibility determination. This will be fixed.
- ICS (operations memo 12-40).